

YOU SAID, WE DID

Listening to your feedback across Moorcroft Medical Centre,
Holmcroft Surgery and Keele Practice

 **YOU SAID:**

“It can be difficult to get through on the phone.”

☒ **WE DID:**

- Introduced a **call-back system** that is available all day, so you can keep your place in the queue without waiting on the phone.
- Continue to monitor **call waiting times** and make improvements where needed.
- Reviewing telephone messages to make contacting us easier.

 **YOU SAID:**

“Getting an appointment quickly can be frustrating.”

☒ **WE DID:**

- Introduced a **Total Triage model** across all sites to ensure the most appropriate appointments go to patients who need them most.
- Review demand every day and adjust appointment availability throughout the week.
- Reviewing appointment capacity and availability regularly to improve access.

 **YOU SAID:**

“It isn't always clear how to contact the practice or access services.”

☒ **WE DID:**

- Standardised our **online consultation system** which is open all day.
- Improved and simplified website information, with a new website already launched at Keele.
- Working to provide clearer information about the best way to access the right service first time.

 **YOU SAID:**

“The experience can vary depending on who I speak to.”

☒ **WE DID:**

- Developing a consistent **Reception and Care Navigation Guide** for all staff.
- Introducing additional decision-support tools and training for the Reception team to improve the patient experience.

 YOU SAID:

“I would like better communication about waiting times and what happens next.”

☒ **WE DID:**

- Introducing clearer communication, including text message updates where appropriate.
- Providing more realistic timescales and expectations for appointments and follow-up.

 YOU SAID:

“I want to see the right clinician for my needs.”

☒ **WE DID:**

- Exploring ways to improve continuity for patients with complex or long-term health conditions.

 What you told us we're doing well

We're pleased that patients consistently rated us highly for:

- ☒ Listening and understanding concerns
- ☒ Treating patients with care and compassion
- ☒ Involving patients in decisions about their care
- ☒ Trust and confidence in our clinicians
- ☒ The quality of care received during consultations

Thank you for your feedback. Your comments help us improve our services and deliver the best possible care for our patients.